

INFORMAL EMPLOYEE COMPLAINT PROCEDURE

Background

It is the policy of the Department of Administration that all forms of discrimination and/or harassment due to a person's race, age, ancestry, arrest or conviction record, color, creed, handicap or disability, marital status, national origin, race, religion, sex, sexual orientation, or membership in any reserve component of the United States or state military forces, are strictly prohibited. Part of the Department's effort to prevent discrimination in the workplace is found in the training it regularly provides supervisors and employees that define discrimination and harassment as well as the legal obligations to prevent this activity.

Program Description

The *Informal Employee Complaint Procedure* provides an informal mechanism for employees to raise concerns about discrimination and/or harassment, which may be occurring in the workplace. The program offers an expedited review of complaints or issues and seeks to resolve them to mutual satisfaction. The program is designed to encourage an internal and informal resolution of issues or complaints with the goal of avoiding the cost, delay and adversarial nature of the individual seeking more formal routes of relief.

Informal Complaint Procedures:

1. Employees who believe they have been subject to discrimination and/or harassment, or feel they are subject to a hostile work environment, are encouraged to first talk to the individual causing the issue or to contact the first line supervisor to help resolve the issue as soon as possible. If the issue or complaint involves the first line supervisor, employees should go to a different supervisor, or to the next supervisory level with their concern.
2. An employee who does not feel comfortable approaching a supervisor may contact the DOA Affirmative Action Officer (AAO) to discuss the issue or informal complaint.
3. Once contacted regarding a complaint, the AAO will conduct a review of the allegations to clarify the nature of the alleged discrimination, hear the details of the complaint, and gain understanding of the relief desired by the employee (i.e. conduct a complaint "intake"). As part of the review the AAO may contact the employee's supervisor or other employees to assist in resolving the complaint. All informal issues or complaints will be reviewed by the AAO so that the confidentiality of the individual filing the complaint is protected as much as possible.
4. The AAO will complete the review and make recommendations to address the situation with the employee filing the issue or complaint and, if appropriate, with others involved in the complaint or review.
5. At any time if the employee is not satisfied with the results of the informal review, he or she is entitled by law to file a formal complaint with the Department of Workforce Development Equal Rights Division (ERD), the U.S. Equal Opportunities Commission (EEOC) or any other formal complaint mechanism. If the employee decides to file a formal complaint, any informal procedure in progress will terminate. If the employee files a formal complaint the AAO will notify the Division of Legal Services representative of the attempts made internally to informally resolve the complaint.

Retaliation

Employees reporting harassment, bullying or discrimination in good faith are protected from retaliation. However, employees who intentionally file false claims may be found to be in violation of DOA work rules, and subject to corrective action(s).

Questions, concerns, complaints, or requests for additional information may be directed to the agency AA/EEO Officer:

Bureau of Human Resources, 9th Floor
State Administration Building
101 E. Wilson Street, Madison, WI 53703
608-261-8078
DOABureauofHumanResources@wisconsin.gov